

SENATE BILL 2602

By Burchett

AN ACT to amend Tennessee Code Annotated, Title 71,
relative to telephone information and referral for
social services.

BE IT ENACTED BY THE GENERAL ASSEMBLY OF THE STATE OF TENNESSEE:

SECTION 1. Tennessee Code Annotated, Title 71, is amended by adding the following language as a new, appropriately designated chapter:

§ 71-_-101. Any agency or organization that receives state funding shall provide the local 2-1-1 call center with updated data at least twice per year.

§ 71-_-102. Any person who in good faith provides social services information from a 2-1-1 call center shall not be liable to such persons receiving social services care for any civil damages as a result of any act or omission by such person in providing information, or as a result of any act or failure to act on the part of the caller, except such damages as may result from the gross negligence of the employee or volunteer providing information. A social services agency or organization shall not be liable for any civil damages as a result of any act or omission on the part of any person providing social services information from a 2-1-1 call center, except such damages as may result from the gross negligence of employee or volunteer of the agency or organization.

§ 71-_-103. Any state department wishing to create a new health and human services hotline shall consult with the 2-1-1 call centers to be affected prior to establishing a new hotline to determine if the call centers have the capacity to add such a hotline.

SECTION 2. This act shall take effect upon becoming a law, the public welfare requiring it.